

CONTACT LENS ORDERS

WHO TO CONTACT

ORDER LOOK UP, TRACKING AND ETAS

You can lookup all of your orders and their tracking on the MyEyeDr. OOPG Order Lookup Page. If you have specific questions about an order, [CONTACT OOGP VIA CHAT](#).

DUPLICATE ORDERS

If you placed an order and received an email from CLX stating that the order was automatically canceled due to Duplicate Order Logic, [CONTACT OOGP VIA CHAT](#) to replace the order if you do indeed need it.

ORDER CHANGES

If you need to change an order or shipping address, [CONTACT OOGP VIA CHAT](#) as soon as possible. There is 1 hour window in which we can attempt to catch the order before it ships.

ORDER CANCELLATION

If you need to cancel an order, [CONTACT OOGP VIA CHAT](#) as soon as possible. There is 1 hour window in which we can attempt to catch the order before it ships.

SCANNERS NOT WORKING

If your scanner isn't working [CONTACT OOGP VIA CHAT](#). Our team will help you trouble shoot the scanner. If we are unable to fix it, we will connect with OOGP to order a new one.

PRODUCTS YOU CAN ORDER BY PHONE

MyEyeDr. procedure only allows for the following products to be ordered via phone with [OOGP](#): MTOs, Proclear Multi-focal Toric, Miru Trial Lenses. All other orders must be placed directly into Acuity Logic.

DAMAGED OR WRONG PRODUCT RECEIVED

Do not put damage or wrong product in your standard monthly returns box. To report and/or replace any product that was either damaged or incorrect please use the returns portal. You can access the portal by clicking the neon green ["SUBMIT A RETURN" BUTTON ON YOUR CLX HOME PAGE](#). The button is on the right hand side of the screen.

HOW TO REQUEST EXPEDITED SHIPPING

To request expedited shipping after an order has been place in Acuity [CONTACT OOGP VIA CHAT](#) as soon as possible. There is 1 hour window in which we can attempt to catch the order before it ships.

NEED A COPY OF AN INVOICE

If you need a copy of an invoice [CONTACT OOGP VIA CHAT](#).

CAN'T LOGIN CLX OR NEED A USERNAME OR PASSWORD RESET

If you are unable to log into CLX [CONTACT CLX VIA CHAT](#).

MAKE CHANGES TO A PATIENTS ACTIVE SUBSCRIPTION

If you need to make changes to an active subscription [CONTACT CLX VIA CHAT](#).

LEARN HOW TO PLACE AN ORDER IN CLX

If you need to make changes to an active subscription [CONTACT CLX VIA CHAT](#).

REMINDER

Neither CLX or OOGP can talk to MyEyeDr. Patients directly.

THE QUICKEST WAY TO CONTACT US

CLICK TO CHAT

OOGP

CLICK TO CHAT + ORDER LOOKUP PAGE

[Access through the MyEyeDr. Internal Website](#)



CLX

[CLICK TO CHAT + ORDER LOOKUP PAGE](#)

